



CEO's Message



New Year, New Challenges

One of the great Southern California traditions is getting up on New Year's Day to watch or attend the Rose Parade in Pasadena. From the comfort of our living rooms or a curbside seat, we can watch a procession of beautifully decorated floats go by, interspersed with marching bands and mounted units.

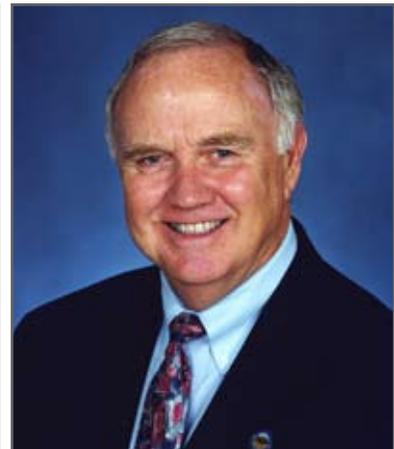
Every so often, one of the larger floats has a problem turning the corner on to Colorado Boulevard. The same can be said for our current economic situation – our nation's economy is so big, it takes some time to turn the corner and get back on track. The promise of 2010 is that this may be the year the economic turnaround gains momentum. While we can hope for better days ahead, we must face the realities of our current situation and respond appropriately.

(Continued on page 2)

Board Selects Chair and Vice Chair for New Year

During the final meeting in 2009, the Board of Supervisors elected a new Chair and Vice Chair for the upcoming 2010 calendar year. First District Supervisor Janet Nguyen was selected to serve as Board Chair and Third District Supervisor Bill Campbell was appointed to serve as Vice Chair.

Supervisors Nguyen and Campbell will take on their new roles at the Jan. 12 Board Meeting, when Sup. Nguyen, in one of her first duties as Board Chair, will share a State of the County address.



Supervisor Nguyen is the Board Chair and Supervisor Campbell is the Vice Chair for the new year.

"I look forward to serving as the 2010 Board Chair," said Supervisor Nguyen. "The County and our community are faced with many economic challenges this year. It will be my privilege to celebrate the County's successes while also ensuring we are using taxpayer's funds in the most prudent and efficient manner possible."

The duties of the Chair include administering the Board meetings and executing agreements approved by the Board along with other ceremonial duties. The Vice Chair is available to step into the Chair position in the Chair's absence. ■

(Continued from page 1)

The County's next budget will be even tighter than our current budget, which has brought more than its share of challenges.

In many cases, challenge and opportunity are intertwined. Thomas Alva Edison said, "Opportunity is missed by most people because it is dressed in overalls and looks like work." And with the opportunities to be found in the months ahead, the New Year also provides us with an opportunity to reflect on the accomplishments of the year past. The additional property tax funding that Orange County is receiving as the result of legislation carried by State Senator Lou Correa has been more important that we could have ever imagined. Our Board of Supervisors will continue its efforts to advocate on behalf of the County in Sacramento and in Washington, D.C., and those efforts are worthy of our continued support. Finally, the new optional pension tier approved in 2009 will benefit the County for many years to come.

The challenges we face today are monumental, much like designing and executing the intricate animated features that bring those Rose Parade floats to life. This year, we will have our work cut out for us, but we can also see this as an opportunity to innovate and make the services we provide to the public even more efficient.

Thomas G. Mauk
County Executive Officer

Carbajal Leads OC Public Works Department

Jess Carbajal stepped into the Director's office at OC Public Works last November and established an open door policy as the department moved forward to meet the needs of both Orange County's residents and its employees. OC Public Work's s core businesses include OC Facilities, OC Administration, OC Planning, and OC Engineering. The diverse functions of the department work to protect and improve infrastructure in the County, including the design and construction of County highways, flood control channels, and County government facilities.



OCPW Director Jess Carbajal talks to residents at the first floor service counter.

Carbajal's tenure with the County began in 1999, when he joined the Housing & Community Development Department as Deputy Director. There he assisted in reorganizing the agency. Later, he served as the Director of Administration for the Social Services Agency, spearheading the effort to bring a number of key projects and programs to fruition, including the most recently completed project, The Tustin Family Campus. In February 2009, Jess was appointed Chief Deputy Director for OC Public Works, responsible for developing and implementing an action plan to improve the OC Planning Division.

Planning and capital development projects have been Carbajal's strong suit in both the public and private sectors throughout his career. Carbajal worked for the cities of Paramount, Baldwin Park, and Bell before coming to Orange County, and it was his time in city government where Carbajal says his passion for public services grew.

"Public service is about the community – providing the most excellent service possible while striving to acknowledge the needs of the public and ensuring that those needs are accommodated in the most productive way possible to benefit the entire community," said Carbajal.

This belief is translating well for a department that is making customer service its highest priority, involving an entire redesign of the planning division that results in better communication with customers. In response to a Board directive and an audit conducted by the Performance Auditor, the Planning Division has

(Continued on page 3)

(Continued from page 2)

implemented a Customer Care unit that includes a service counter on the first floor of OC Public Works headquarters. Previously, programs were separated by floors, causing duplicated wait times and confusion for community members. At the first floor service counter, staff members are cross trained in the division’s many front line functions so that several items can be processed in one location from planning and permit applications to building safety applications. There are even plans to include front line functions from OC Waste & Recycling, which also processes applications in the same building. Another change in the making as a result of the Board directive is an evaluation and recommendation of a new fee structure for cost improvements.

“Ultimately, our customer service counter is the face of the County to many of our customers,” said Carbajal. “We are looking to challenge the previous ways we interacted with our customers and staying focused on helping OC Public Work’s clients find solutions to their problems. Every unincorporated community has a diverse set of issues, from the canyons to the beaches, and it’s important for our staff members to recognize and understand each community’s needs.”

The customer plan is set up to ensure clients have the answers they need before leaving the build-

ing or receive a return phone call the same day for phone requests. The business model for the planning division will eventually be employed throughout the department.

“I am humbled and honored to work with such a great group of people who continue to prove that they are up to the challenge to take our department through the fiscally difficult times we are facing and willing to stretch as we do more for our community,” said Carbajal. “This is a great organization to lead, because of our staff, and because OC Public Works has a direct impact on the lives and the livelihood of many residents. Our primary goal in 2010 is to meet the challenges of greater citizen and internal client demands, by improving the quality of our services with decreasing funds, maintaining a desirable organizational culture, and delivering cost effective results. Our ultimate goal is to deliver world class programs and services to our clients.”

A graduate of California State University, Los Angeles with a Bachelor’s Degree in Public Administration, Carbajal earned a dual Masters in Public Administration and Business from the University of Southern California. He was a member of the first graduating class of the Orange County Leadership Academy, a program designed to help develop the next generation of County leaders. ■

Counting on the Census

Since the U.S. Census is about counting, we thought we’d share a few Census related numbers to give you an idea of what the 2010 Census is all about.

2010 Census	
3.57	The size of the average Orange County family
10	The number of minutes it takes to fill out your household’s Census questionnaire
25.9	Average travel time to work in Orange County (in minutes)
35.8	Median age of Orange County residents
\$400,000,000,000	Amount of Federal funding allocated each year to states and communities based, in part, on Census data

That’s right! Orange County’s fair share of \$400 billion is at stake in the 2010 Census. That’s one good reason that a complete count of Orange County is our goal. Most Census forms will arrive by

(Continued on page 4)

(Continued from page 3)

mail in March 2010. In some cases, Census forms may be hand delivered to addresses. One person living at the address can fill out the Census form for everyone who lives there, even if they are not part of the same family. The official Census Day is April 1, 2010. Census officials hope everyone will have completed and returned the form by that date. Beginning later in April, Census workers will visit those addresses for which a form has not been received, because every person matters. By law, the results of the 2010 Census must be presented to the President by the end of December.

When your Census form arrives, complete it as soon as possible and follow the instructions for returning the form. Or, as the folks at the Census Bureau say, “We move forward when you send it back.” ■

Lincoln Bicentennial Celebrated in Orange County

A special traveling exhibit from the Abraham Lincoln Presidential Library and Museum in Illinois is coming to the Old County Courthouse, 211 W. Santa Ana Blvd., Santa Ana from Feb. 1 – 26. Abraham Lincoln: Self-Made in America was created to commemorate the Lincoln Bicentennial celebration and will be free to community members.

The Orange County Archives, in conjunction with OC Parks and the Old Courthouse Museum Society, is hosting the month-long exhibit

in addition to a series of lectures commemorating the 16th president. Residents are cordially invited to attend the exhibition’s opening reception Friday, January 29 from 5 – 8 p.m. [Click here](#) to learn more.

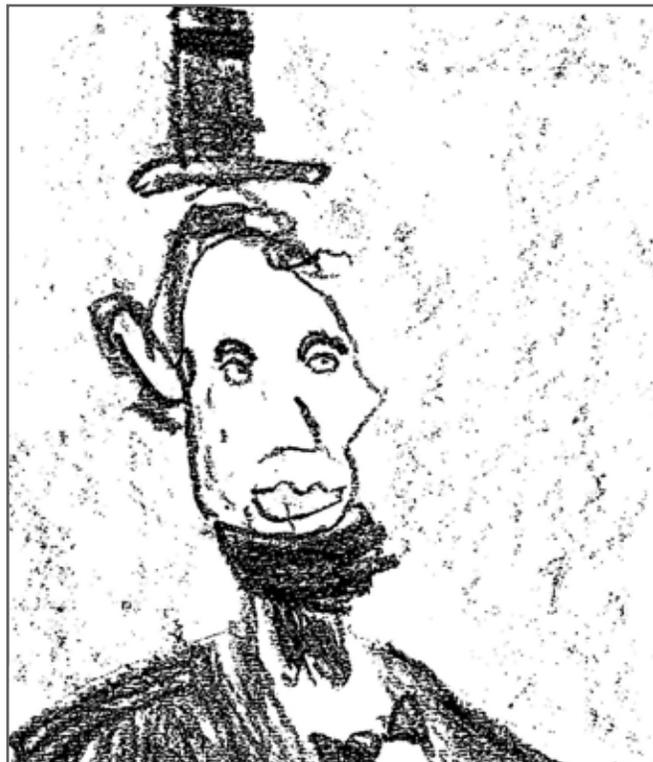
Features span Lincoln’s childhood, self-education and family life, his careers as a surveyor and lawyer, the Lincoln-Douglas Debates, the 1860 Presidential election, the Civil War, his assassination, and other important periods and events.

The exhibit is enhanced with local Lincoln memorabilia, including photographs from “Great Moments with Mr. Lincoln” on loan from Disneyland; a copy of the federal patent signed by the President returning Mission San Juan Capistrano to the Catholic Church; and a special “Lincoln carving” bronze by artist Victor David Brenner, who rendered the Lincoln penny in 1908.

These skilled speakers will complement an already fascinating exhibit:

★ Wednesday, Feb. 3, 6:00 p.m.
 Dr. Don McCue, Curator, Lincoln Shrine
LINCOLN AND CALIFORNIA?
 Mr. McCue will explain Lincoln’s relationship with the Wild West

★ Thursday, Feb. 11, 6:00 p.m.,
 RSVP Required



A portrait of Abraham Lincoln drawn by Aidan Daly at age 5.

(Continued on page 5)

(Continued from page 4)

William Peck, Lincoln Re-enactor
LINCOLN AND THE LAW

Mr. Peck will perform as Lincoln, the attorney, and discuss this lesser known aspect of the president’s life

★ Wed. Feb. 17, 11:45 a.m.,
 RSVP Required, Lunch Fee Extra
 Dr. Larry Burgess
BICENTENNIAL’S END: WHERE DOES THAT LEAVE LINCOLN?
 Dr. Burgess discusses the president’s role in our nation’s future

★ Thursday, Feb. 25, 6:00 p.m.
 Dr. Ron Rietveld
THE LAST PHOTOGRAPH
 Dr. Rietveld chronicles his discovery, at age 14, of the last photo taken of Lincoln (in his coffin)

To RSVP for the space-limited lectures, please e-mail Jennifer Lowe at jennifer.lowe@rec.ocgov.com or call (714) 834-3012.

Also, make sure to save the date Feb. 6 from 10 a.m. to 4 p.m. at the Old County Courthouse, 211 W. Santa Ana Blvd., Santa Ana for **Kids’ Day** at “Abraham Lincoln: Self-Made in America.” There will be Civil War-era crafts, games and snacks.

The federal “We the People” program of the National Endowment for the Humanities provided major financial support for the traveling exhibit. The Abraham Lincoln Presidential Library Foundation and the History Channel provided additional financial and in-kind support. For more information on the exhibit, visit www.PresidentLincoln.org. ■

Sharing Resources To Provide Leadership Development Program

As the County adapts to an uncertain economy, leveraging available resources and partnering across agency/departmental boundaries to share expertise is imperative. That’s precisely what three agencies are doing by expanding the Health Care Agency’s (HCA) Leadership Development Program to include OC Waste and Recycling (OCWR) and OC Public Works (OCPW). These interagency partnerships also help to support the program’s sustainability. The Leadership Program offers line staff (Level I) eight core courses (60 hours) of foundational leadership skills training for approximately \$28 per participant, and supervisors and managers (Level II) eighteen core courses (190 hours) of advanced skills training in a cost effective manner.

Offered on a County “campus” or at a nearby college satellite facility, the courses are self-



paced with flexible completion timeframes to provide greater staffing and scheduling control for supervisors and managers of participants. The core courses for each level, all of which are tied to County management competencies, are delivered through a collaborative effort using

(Continued on page 6)

(Continued from page 5)

interagency County certified trainers, as well as professors associated with regional college and university partnerships (PSI and CSUF). For example, a strengths and skills 360 assessment and coaching module is facilitated by certified Lominger® coaches from HCA, OCWR, OCPW and the Auditor-Controller, providing greater objectivity and confidentiality for the collaborating agencies. Social Services Agency (SSA), OC Community Resources (OCCR) and OCWR instructors certified in Interaction Management facilitate the course at an SSA facility with employees from participating departments. On other occasions, agency participation in a course is exchanged for facility usage or mini-presentation of course content by job knowledge experts from the bartering agency. For example, seats in “7 Habits of Highly Effective People” were exchanged by HCA for use of a John Wayne Airport training room facility; seats in HCA’s “Supervisor Camp” are continuously offered to the Auditor-Controller in exchange for presenting a module on supervisory timekeeping responsibilities.

Launched in January 2007, HCA’s “Passport To Your Future” was designed to increase current

leadership bench strength and to build a strong leadership pipeline by preparing the next generation of leaders. Achieving the agency business plan goal to “encourage excellence ... that promotes quality employees” and inspired by the County’s vision to “foster a spirit of collaboration and partnership internally and externally,” the Leadership Development Program is one of many key performance measurements in HCA’s balanced scorecard. Approximately 82 Level I and II participants have graduated in the past two annual ceremonies. This program cultivates existing talent, provides a forum to instill County and agency vision and values, inspires greater accountability, and provides networking opportunities across agency and County divisions.

In the midst of business challenges and a changing economy, talent management and leadership development are emerging as competitive advantages and organizational differentiation. The participating agencies reap cost effectiveness through collaboration and creativity, and get results through improved performance and transfer of learning. Although it won’t take you to Europe, the “Passport To Your Future” program will transport County employees on their leadership journey ... in spite of a down economy. ■

Board Presents Excellence in Volunteerism Awards

The following outstanding programs and individual volunteers were recently recognized by the Board of Supervisors for their contributions to the County and the communities we serve with the Excellence in Volunteerism Award.

This awards program reinforces the County’s long-standing commitment to involve volunteers in a full range of activities, from policy formulation and advice to program delivery. It celebrates the successful partnership between County employees and volunteers whose combined efforts enhance services for Orange County residents.



The Health Care Agency’s Medical Reserve Corps was honored at a presentation during an employee recognition ceremony Nov. 5, 2009.

(Continued on page 7)

(Continued from page 6)

Health Care Agency – Presentation during Employee Recognition on Nov. 5th

■ **MEDICAL RESERVE CORPS**

The Health Care Agency Health Disaster Management Division’s Orange County Medical Reserve Corps mobilizes hundreds of community members to serve as disaster volunteers. Since March 15, 2004 the program has enhanced Orange County’s emergency preparedness and response capabilities through advanced registration, organization and training of health care professionals and non-medical individuals who are willing to volunteer their time and expertise in emergency situations.

OC Animal Care – Presentation during Annual OC Parks/OC Animal Care Volunteer Recognition on Nov. 14th

■ **DEBBIE BARBA**

Debbie’s eagerness to assist with a variety of projects and her willingness to take on new challenges is truly inspirational. In addition to cat socializing, she assists with community outreach, by leading shelter tours, presenting information to students and representing OC Animal Care at community events. As Debbie plans each tour, she prepares note cards specifically geared for the group so that important information is consistently presented. Debbie is passionate in her desire to educate children about responsible pet ownership, knowing that this is a lesson that will stay with them for life. She also realizes that children will often share information learned during shelter tours with friends and family, which allows her message to reach an even wider audience.

■ **KIM KANE**

Kim began volunteering with OC Animal Care in 2008 as a dog walker and groomer. Each week, she spends two or more days working with a variety of shelter dogs with the goal of improving

their adoptability. Most of her time is dedicated to grooming dogs since many arrive at the shelter with severely matted fur and in dire need of a good haircut. Not only does grooming allow the dogs to look and feel better, it also makes them more appealing to potential adopters.

OC Parks - Presentation during Annual OC Parks/OC Animal Care Volunteer Recognition on Nov. 14th

■ **CASAUNDRALVARADO**

Casaundra Alvarado is a recent UCLA graduate who finds time in her busy schedule to serve as an OC Parks Volunteer Services intern. In this capacity, she provides staff support with countywide special events such as the California Coastal Clean Up Day and the OC Parks/OC Animal Care Volunteer Recognition event. Casaundra also assists with the Volunteer Services’ day-to-day operations and coordinates a variety of administrative assignments.

■ **TINA BATES**

As an Adopt-A-Park volunteer, Tina Bates provides exceptional administrative and staff support for OC Parks Volunteer Services. She assists with data entry, clerical assignments, online volunteer applications, research and data collection. In addition, Tina contributed to the success of the 2009 California Coastal Clean Up Day event by helping to organize and distribute event supplies. She is meticulous in tracking Adopt-A-Park volunteer hours so that the impact of volunteer involvement can be accurately reported at a department and countywide level.

■ **GAYLE FISHER**

Gayle Fisher has been a volunteer docent with the Orange County Zoo since April 2006, contributing her time, talents and energy so that zoo visitors can gain a greater understanding of and appreciation for the plants and animals of the

(Continued on page 8)

(Continued from page 7)

region. Docent volunteers such as Gayle assist in the Zoo’s Education Department by leading guided tours for school children, assisting with toddler classes and scout groups, conducting story time activities, staffing the Discovery Cart that includes hands-on animal artifacts, and helping with special events.

DAVID HEUER

Two years ago, David Heuer began his Laguna Canyon Foundation volunteer odyssey at Laguna Coast Wilderness Park. No job is too difficult for David, who has volunteered more than 950 hours as a naturalist, tour leader, backcountry trail crew/volunteer, stewardship project leader, and more.



Back to Natives Restoration (Pictured from left to right are volunteers Reginald Durant, Erica Beggan, Lori Whalen, John Kaiser and Christine Nguyen.)

BACK TO NATIVES RESTORATION

Back to Natives Restoration (BTN) is dedicated to the restoration and conservation of Orange County and California wilderness areas through education and restoration programs that feature native plants. Currently, BTN assists staff at both Mason Regional Park in Irvine and Caspers Wilderness Park in San Juan Capistrano to re-establish native habitat.

The Mason Park wilderness area that BTN is actively restoring is a flood plain that was smothered with dredge spoils from Newport Back Bay several years ago. Initial landscaping attempts within the area failed, resulting in a proliferation of weeds and non-native plants. As part of the restoration project, BTN worked methodically to determine which native plants prosper in the area. This process will help re-establish the flood plain’s role in purifying water and also create a productive habitat for a variety of wildlife.

SANTA ANA CANYON HISTORICAL COUNCIL

The Santa Ana Canyon Historical Council (SACHC) supports the operations of two county historic sites in the Santa Ana Canyon – the Historic Yorba Cemetery and the Ramon Peralta Adobe. Since 2005, SACHC volunteers contribute more than 400 service hours annually. Many SACHC members are descendants of the canyon’s rancho era families and take pride in preserving the canyon’s rich history and sharing historical aspects of the area with visitors, including local school children. ■



Santa Ana Canyon Historical Council (Pictured from left to right are volunteers Ann Nepsa, Irene Hastings, Melanie Goss, George Scheroetter, Diana Robles and Tom Grijalva.)

Training Opportunities For Disaster Service Workers

When a disaster strikes, the impact upon the community can be devastating. It takes a team of dedicated, trained Disaster Service Workers to mitigate the damage and to help rebuild the effected areas. Your County identification badge designates you as a Disaster Service Worker.



County workers respond to the Freeway Complex Fire in 2008 at the Emergency Operations Center.

The California Government Code, Section 3100 describes all public employees including state, county, and city, as “disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.” As a Disaster Service Worker, you may be called upon to participate

in exercises for preparedness or an activation of the County’s Emergency Operations Center (EOC).

Training opportunities are available to familiarize you with the EOC; the Standardized Emergency Management System (SEMS), the California State mandate; and to prepare participants for future exercises, such as the Federally Graded San Onofre Nuclear Generating Station (SONGS) Plume Phase Exercises.

A description of the courses and the **2010 Training Schedule** is now available online. To register for a course, please select your choice(s) from the Training Schedule, complete the required information and return this to your agency Emergency Services Coordinator. Note: If you do not know the name of your agency Emergency Services Coordinator, please contact Peggy Erdner at the Emergency Management Bureau at (714) 628-7156 or by e-mail at perdner@ocsd.org.

The Emergency Management Bureau looks forward to seeing you in the near future and thanks you for your support. ■

Internal Audit Fraud Hotline

If you suspect fraud, waste or abuse of County resources, contact the OC Internal Audit Department Fraud Hotline at (714) 834-3608 or visit www.ocgov.com/audit. Messages are accepted any day or time and can be made anonymously. In addition, employees are provided protection under the California Whistleblower Law. ■

Get the 411 Social Services Agency (SSA)

- The Social Services Agency (SSA) employs almost 3,800 dedicated and hard working staff members, who work to protect children and adults from abuse or neglect; enable the elderly and disabled to remain in their homes; move eligible families from dependency to self-sufficiency; and, provide benefits for eligible CalWORKs, Food Stamps, Refugee Cash Assistance, General Relief, and Medi-Cal recipients.
- The Agency is comprised of four major divisions: Adult Services and Assistance Programs, Children and Family Services, Family Self-Sufficiency and Administrative Services.
- Orange County has a population of 800,489 children under the age of 18. SSA provides one or more types of services to an average of 201,021 children each month. At any given time, approximately one out of every four child residents of the County has contact with SSA.
- SSA provides one or more types of services and assistance to an average of 139,911 adults and 57,165 seniors each month. At any given time, one out of every 15 adults in the County and one out of every six seniors in the County has contact with SSA.
- Annually, the Child Abuse Registry receives approximately 39,000 reports of suspected child abuse and more than 6,000 incidents of suspected elder abuse are reported to the Elder/Disabled Adult Abuse Hotline.



Service Awards

For the Month of December

35 YEARS
Virginia Czarnecki
Auditor-Controller

30 YEARS
Colin Hoffmaster
Auditor-Controller

Wendy Brough
District Attorney

Ralph Klimek
District Attorney

Margaret Jones
Health Care Agency

Bennett Stromberg
Health Care Agency

Robert Whitlock
OC Public Works

Mike Giancola
OC Waste & Recycling

Douglas Kono
Probation Department

Ann Sayne
Sheriff-Coroner

25 YEARS
Eddie Ontiveros
OC Community Resources

Leslie Ray
OC Community Resources

Richard Barela
OC Public Works

Richard Fleager
OC Public Works

Patricia Henshaw
OC Waste & Recycling

Maria Teresa Benneian
Public Defender

Becky Juliano
Public Defender

Jeffrey Blake
Sheriff-Coroner

Vivian Chiu
Sheriff-Coroner

Karen Edwards
Sheriff-Coroner

Rosalinda Escobar
Sheriff-Coroner

David Hartman
Sheriff-Coroner

James Pena
Sheriff-Coroner

Herbert Siegmund
Sheriff-Coroner

Gloria Davidson
Social Services Agency

Roberto Melendez
Social Services Agency

Steven Vandewater
Social Services Agency

Susan Sayre
Social Services Agency

20 YEARS

Stacey Maxwell
Assessor

Susan De Baun
Auditor-Controller

Alejandra Saldivar
Auditor-Controller

(Continued on page 11)

(Continued from page 10)

**20 YEARS
CONTINUED**

Josie Velasquez
Auditor-Controller

John Velick
Auditor-Controller

Thelma Cove
District Attorney

Randal Davis
District Attorney

Joel Stone
District Attorney

Ossama Abu-Shaban
Health Care Agency

Christine Alden
Health Care Agency

Angie Gonzalez
Health Care Agency

Kerry Underwood
Health Care Agency

Debra Eddy
OC Community Resources

Sabrina Hall
OC Community Resources

Frederick Kirk
OC Community Resources

Regina Lazo
OC Community Resources

Michel Lizotte
OC Community Resources

Megan Wetts
OC Community Resources

Sameh Hanna
OC Public Works

Kevin Onuma
OC Public Works

Thomas Reid
OC Public Works

Ricardo Tula
OC Public Works

Mark Wood
OC Public Works

Mary Heisler
Probation Department

Rita Roberts
Probation Department

Evelyn Lujan
Probation Department

Pasquale Campobasso
Sheriff-Coroner

Edith Gage
Sheriff-Coroner

Helen Peters
Sheriff-Coroner

Donald Romine
Sheriff-Coroner

Gary Strachan
Sheriff-Coroner

Sylvia Zamaitat
Sheriff-Coroner

Cynthia Brown Cooksey
Social Services Agency

Valerie Dinh
Social Services Agency

Sonia Fernandez
Social Services Agency

Reshma Gohil
Social Services Agency

Ruth Grosky
Social Services Agency

Jason Guillen
Social Services Agency

Anne Hilton
Social Services Agency

Barbara Martinez
Social Services Agency

Lydia Nunez
Social Services Agency

Lisa Tamres
Social Services Agency

Lilia Velasco
Social Services Agency

Gale Westbrook
Social Services Agency

Daniel Puglia
Treasurer-Tax Collector

CONTACT US

COUNTY CONNECTION is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Community/Media Relations. Call 714.834.6203 or e-mail ask.the.ceo@ocgov.com with any suggestions and comments.

Editors..... Brooke De Baca
Jessica Good
Howard Sutter

Julie Nguyen
Stephen Salcido
Grace Chou